

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
QUALITY CONTROL SPECIALIST II	35	B	12.340
QUALITY CONTROL SPECIALIST I	34	B	12.371
OPTION A: PUBLIC ASSISTANCE			
OPTION B: SUPPORT ENFORCEMENT			

SERIES CONCEPT

Quality Control Specialists review sample casework of public assistance or child support enforcement programs to determine compliance with State and federal laws, regulations, policies and procedures; identify errors and causal factors; recommend corrective actions; and perform related work as required.

Incumbents conduct independent audits by: examining and evaluating sample case records for completeness and validity according to federal and State program requirements; establishing and contacting collateral resources to independently investigate and verify the appropriate applications of program guidelines; determining whether compliance with State and federal laws has been met by comparing information obtained through review of case records and collateral investigations to program requirements; and establishing and maintaining files and control logs to document audit activities and track processing times. May develop and present training programs which address quality and production issues to guide the development of both new and experienced workers.

Prepare and submit audit findings to district office personnel, program administrators and federal authorities which: explain errors; cite appropriate laws, regulations, policies or procedures; identify personnel and/or policies responsible for the errors; and recommend appropriate corrective action. Evaluate rebuttals to audit findings, develop supplemental reports and conduct and attend joint conferences with targeted office personnel and administrative staff to resolve differences.

Provide program indicators to program administrators and federal officials which identify program efficiency and effectiveness and which become the basis for fiscal funding by compiling, tabulating and analyzing statistical data related to case loads, disbursements, collections, error rates and public awareness activities on a monthly, quarterly and annual basis.

PUBLIC ASSISTANCE:

Quality Control Specialists in the Welfare Division who are fulfilling federal quality control mandates analyze sample case records in the Aid to Dependent Children, Medicaid and Food Stamp programs to determine the accuracy and validity of evidence supporting eligibility decisions and correctness of benefit amounts. Incumbents conduct interviews with recipients of public assistance in order to make independent determinations of clients' eligibility and resolve discrepancies found during the audit; interview third-party contacts (i.e., landlords, neighbors, employers) in order to verify information and/or locate elusive clients; and observe social, financial or medical deficiencies in the household and make appropriate referrals to the client for other community services.

Incumbents participate in the preparation of federally mandated corrective action plans by: analyzing error statistics to identify error trends and determine error causes; consulting with program staff to evaluate effectiveness of corrective actions; identifying corrective action needed to reduce or eliminate each programmatic error; recommending changes in State policy and procedure; and participating in the development of controls to ensure compliance with federal guidelines.

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SERIES CONCEPT (cont.)

SUPPORT ENFORCEMENT:

Quality Control Specialists in the Welfare Division's support enforcement unit audit the State of Nevada child support enforcement program area offices and the child support enforcement units in the county district attorneys' offices for compliance with federal and state child support enforcement laws and administrative requirements.

Incumbents review and evaluate office organization, staffing patterns, required reference materials, automated system utilization and procedures related to fee collection, interagency cooperation, records maintenance, bonding of employees and cash handling for compliance with federal and State requirements.

Incumbents audit sample cases to identify errors and discrepancies with respect to timeliness, correctness of the amount of support requested and collected, proper handling of paternity cases and appropriate application of income withholding procedures.

Incumbents monitor the State support enforcement program area offices and the county district attorney offices for compliance with federally mandated program publicity requirements and may develop and distribute posters, pamphlets and news releases Statewide that create public awareness and promote program objectives.

CLASS CONCEPTS

QUALITY CONTROL SPECIALIST II

Under direction, the principal assignment of the Quality Control Specialist II is to perform the quality control functions described in the series concepts under the public assistance option. These duties are performed for a majority of the time.

In addition, the incumbent assists the program chief by conducting administrative hearings in the northern Nevada region for: recipients of public assistance who are aggrieved by the Welfare Division's decisions pertaining to the reduction or denial of public assistance benefits; suspected intentional public assistance program violators who are being recommended for benefit ineligibility; and Medicaid providers who are disputing the division's decision to disenroll providers or deny payment for services rendered. While conducting administrative hearings, the incumbent weighs the validity of the issues and evidence presented at the hearing; interprets relative laws, regulations, policies and procedures as they apply to the issues; and renders fair and impartial decisions based on facts and conclusions of law.

This is the advanced journey level for the series. It is distinguished from the lower level by the greater variety and complexity of duties, broader scope of responsibility and higher level of decision making reflected in the responsibility for conducting administrative hearings.

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CLASS CONCEPTS (cont.)

QUALITY CONTROL SPECIALIST I

Under direction, Quality Control Specialist I's perform the range of duties described in the series concepts under the public assistance and support enforcement options.

This is the journey level for the series and progression to the advanced journey level is not automatic.

MINIMUM QUALIFICATIONS

QUALITY CONTROL SPECIALIST II

EDUCATION AND EXPERIENCE:

I

Graduation from high school or the equivalent and one year of journey level experience reviewing sample casework of public assistance programs to determine compliance with state and federal laws, regulations, policies and procedures; identifying errors and casual factors; and recommending corrective action equivalent to a Quality Control Specialist I in Nevada State service; OR

II

Graduation from high school or the equivalent and three years of journey level experience making program eligibility determinations based on the application of rules and regulations through analysis and verification of data contained in applications for public assistance and conducting personal interviews with applicants for the purpose of exchanging information and documenting facts pertinent to program eligibility requirements equivalent to an Eligibility Certification Specialist II in Nevada State service; OR

III

An equivalent combination of education and experience in which the applicant has demonstrated possession of the entry level knowledge, skills and abilities. Sixty semester credits of college course work in general studies may be substituted for one year of the experience described in option II.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (These may be acquired on the job and/or are needed to perform the work assigned.)

Working knowledge of claimants' right under due process.

Ability to make correct, impartial hearing decisions based on facts and conclusions of law. Ability to listen, analyze and communicate decisions concerning motions, objections, and evidence introduced into the hearing record. Ability to effectively interact with hearings participants, petitioners, their counsel, witnesses and representatives of the division in a manner which produces an orderly, impartial environment. Ability to put Welfare claimants at ease and ensure their rights of due process in a dignified manner. Ability to move flexibly between hearings and quality control tasks.

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MINIMUM QUALIFICATIONS (cont.)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

Working knowledge of complex, constantly changing policies governing determination of eligibility for diverse assistance programs.

Ability to make appropriate decisions based on an analysis of policy, precedents, current circumstances, and possible consequences. Ability to be objective. Ability to write decisions and opinions clearly, concisely and accurately.

In addition, all other knowledge, skills and abilities required at the lower level of this series.

QUALITY CONTROL SPECIALIST I

EDUCATION AND EXPERIENCE:

OPTION A: PUBLIC ASSISTANCE:

I

Graduation from high school or the equivalent and two years of experience making program eligibility determinations based on the application of rules and regulations through an analysis and verification of data contained in applications for public assistance and conducting personal interviews with applicants for the purpose of exchanging information and documenting facts pertinent to program eligibility requirements equivalent to an Eligibility Certification Specialist II in Nevada State service; OR

II

An equivalent combination of education and experience in which the applicant has demonstrated possession of the entry level knowledge, skills and abilities. Sixty semester credits of college course work in general studies may be substituted for one year of the experience described in option I.

OPTION B: SUPPORT ENFORCEMENT:

I

Graduation from high school or the equivalent and two years of journey-level experience eliciting information relative to child support services; establishing paternity and determining financial responsibility for child support; and initiating administrative and/or judicial procedures to enforce child support regulations equivalent to a Support Enforcement Specialist I in Nevada State service; OR

II

An equivalent combination of education and experience in which the applicant has demonstrated possession of the entry level knowledge, skills and abilities. Sixty semester credits of college course work in general studies may be substituted for one year of the experience described in option I.

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MINIMUM QUALIFICATIONS (cont.)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (These may be acquired on the job and/or needed to perform the work assigned.)

General knowledge of chart, graph and table formatting. General knowledge of the methods and practices of auditing and investigative interviewing. Working knowledge of the organization and function of the targeted program offices.

Ability to establish and maintain cooperative working relationships with co-workers and other local, state and federal personnel. Ability to inspect and compare case records to determine compliance with regulations. Ability to classify and document program data. Ability to write concise, logical, grammatically correct analytical reports. Ability to compute rates, percentages and ratios. Ability to interpret State and federal laws and regulations as they pertain to the program assignment.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

Working knowledge of the guidelines, regulations and policies applicable to the program assignment. General knowledge of where to go within the organization for needed information. General knowledge of the philosophy and objectives of public assistance.

Ability to analyze information, problems, situations and practices to: define the problem; identify relevant concerns, patterns or tendencies; formulate logical and objective conclusions; and recognize alternatives and their implications. Ability to establish and maintain alpha/numeric files. Ability to read and interpret federal and State regulations, administrative policy and legal documents. Ability to write grammatically correct business correspondence such as letters and memos. Ability to speak on a one-to-one basis using appropriate grammar to obtain information, exchange information and explain policies and procedures. Ability to make group presentations to persuade others to accept a specific opinion, provide information or explain procedures. Ability to coordinate work assignments by determining the time, place and sequence. Ability to work independently and follow through on assignments with minimal direction. Ability to effectively communicate with persons from a variety of cultural, social, economic and educational backgrounds. Ability to add, subtract, multiply and divide whole numbers, fractions, and decimals.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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